

# Project Business Case

**Project Name:** Master Client Index  
**Project Short Name:** MCI  
**Agency:** Department of Human Services  
**Business Unit/Program Area:** DoIT  
**Type of Project:** New Initiative  
**Date:** 09/05/06  
**Version:** 1.0

## **Project Description:**

The Master Client Index project will provide the base architecture needed to create a single client view across DHS services and programs. In the 2005-2007 biennium this project was referred to as the Client Information Sharing System (CISS). In the 2007-2009 biennium, DHS will implement a Master Client Index (MCI) and expose eligibility information through a "hub" infrastructure. Initially, this system will provide a means to share eligibility information to the new Medicaid Management Information System, but it will provide a basis to extend the architecture to all DHS systems.

## **Business Need/Problem:**

Currently DHS is limited in its ability to share information regarding clients interactively amongst its service programs. Many of the interfaces are written as direct reads from one system to the next limiting the reuse of such information exchanges. Additionally, it is difficult to generate unduplicated counts of client interactions with various services. A key component of this project will be the creation of a single master client identifier (MCI). With the MCI, our ability to analyze trends across our systems will be greatly enhanced as well as provide a more accurate means for monitoring data quality.

## **Solution (as described in Proposed Solution):**

Purchasing a commercial off-the-shelf (COTS) software and service solution for a Master Client.

## **Consistency/Fit with Organization's Mission:**

It is the mission of the Department of Human Services to provide quality, efficient and effective human services, which improve the lives of people. In addition to the business need described above, this information sharing system will allow DHS to be better prepared for emerging e-Health initiatives by providing a secure mechanism to interact with clients and private sector providers regarding client health information.

## **Cost Benefit Analysis**

### **Anticipated Benefits:**

Initially the MCI will provide a single view of eligibility information. Currently, eligibility information is stored in four separate information systems. It is our intent to remove the need to understand how each of these systems is designed in order to request eligibility information. This service will first be deployed as a mechanism to share eligibility information with the new MMIS system, but this service will be usable by any system that would need such information. We will continue to expose our information system's capabilities as "services" to be called through this architecture, thus allowing for cleaner and reusable information sharing. With the implementation of the MCI, DHS will also increase its capability to create more meaningful analyses across our programs.

Other State agencies have expressed interest in MCI technology, there is potential for this to become an enterprise level product.

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## Cost Estimate:

There are a number of COTS products available. An RFP process will be used to select the product and service that best meets the needs of the State.

The Department of Human Services currently have set aside for a Client Information Sharing System (MCI and 'hub') from the 2005-2007 biennium total funding of \$1,000,000.

## Project Risks:

In order to control risk and navigate design issues with the MMIS vendor, DHS has performed a Client Information Sharing System CISS proof of concept (POC). This POC has formed the basis for the full CISS implementation in 2007-2009. The MCI, which is integral to the CISS implementation, will be challenging from a policy prospective. A request for Technical Assistance through the Mental Health and Substance Abuse program has been approved and we intend to move forward with the initial design assistance with experts in data linking technologies provided by the national CSAT/SAMHSA office.

IT Capture Project Detail – Agency Working Version					Date: 9/5/2006
325 DEPARTMENT OF HUMAN SERVICES					Time: 9:00 AM
Version:					
Project 2 Client Information Sharing System					
	CURRENT APPROPRIATION	BUDGET REQUEST	OPTIONAL ADJUSTMENTS	REQUEST PLUS OPTIONALS	SUBSEQUENT* BIENNIUM
IT6010 IT DATA PROCESSING		\$1,000,000	\$0	\$1,000,000	
Total Budget:		\$1,000,000	\$0	\$1,000,000	
001 STATE GENERAL FUND	\$0	\$423,800	\$0	\$423,800	
002 FEDERAL FUND	\$0	\$576,200	\$0	\$576,200	
Total Funding:		\$1,000,000	\$0	\$1,000,000	